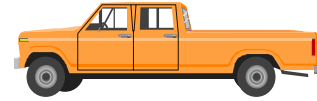
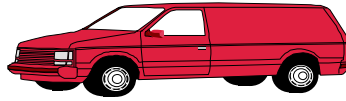


Personnel Claims Office
Naval Legal Service Office SW
3085 Dolphin Alley, Bldg. 265
San Diego, CA 92136-5187
DSN: 526-7271, ext. 200 or 201
TEL: (619) 556-7271, ext. 200 or 201



How to File a Claim for POV Shipment Damage

1. **How to File a Claim:** You have 2 years from the date you take delivery of your vehicle to file a claim. This limitation cannot be waived. Early filing helps us resolve any questions that may arise about your claim and it helps with the Navy's recovery efforts against the shippers.

2. Required Documentation:

- ☐ Copy of your Military ID
- ☐ DD Form 1842 (Claim for Loss of or Damage to Personal Property Incident to Service)
- ☐ DD Form 1844 (List of Property and Claims Analysis Chart)
- ☐ DD Form 788 (Private Vehicle Shipping Document for Automobile)
- ☐ PCS Orders
- ☐ Repair Estimates
- ☐ Copy of Insurance Policy and any correspondence with your insurance company
- ☐ Electronic Payment Form

3. **Private Insurance:** If you had private insurance in effect during the shipment of your POV, you must file a claim against your insurance company prior to filing a claim with the Navy. This is a regulatory requirement and cannot be waived. You may file a claim with the Navy for any amount not covered by your insurance company, but you cannot simply make a claim for your deductible. You must itemize the damages and submit documentation from the insurance company showing what amount was paid for each damaged item. Attach copies of all correspondence with your insurance company to your claim.

4. **Completing DD Forms 1842 and 1844:** You must enter the total dollar amount of your claim on DD Form 1842 (Block 9) and on DD Form 1844 (Block 13). You must itemize all damages to your vehicle on DD Form 1844 (See sample). You must submit a detailed estimate of repair costs.

5. **Repair Estimates:** Some firms charge a fee for an estimate. The fee generally is reimbursable and should be included in your claim as the last item on DD Form 1844. The repair estimate should include the cost of labor and parts as separate costs. If the NLSO determines that an estimate is too high for the area in which you submit your claim, you may be required to obtain a second estimate of repair. Tax is only payable once your vehicle has been repaired.

6. **Settlement of Your Claim:** After your claim has been adjudicated, you will receive a letter from the NLSO explaining your settlement amount. If a payment was authorized, you will receive payment shortly by check or electronic transfer from DFAS. If you disagree with the adjudication of your claim, you have six months from the settlement date of your claim to request reconsideration in writing.

**NLSO SW exists to serve you. You can be assured
you are being served by the finest Claims Office in the United States Navy.**